

Subject Access Request (SAR) Form

V2.3

SMARTY
Simple, honest mobile

Request for Access to Personal Information

General Data Protection Regulation (GDPR)

It's important you read the following information before submitting your request:

- You'll need to provide name & address identification; please make sure you provide this information. We will accept any of the following: **Passport, driving license or a utility bill.**
- We won't be able to process your request until we've been able to verify your identity
- Once we've received your request, we have **one calendar month** in which to comply with your request.
- If you're applying on behalf of someone else, you'll need to provide name & address identification for both you and the person you're applying on behalf of, along with written authority of whom you're acting on behalf of.

Information you can request under a SAR:

Account notes and correspondence	Content of voicemails	Outgoing call information from your mobile	Incoming calls & messages	Copies of chats made to SMARTY
	Court Order Only		Court Order Only	

Key points to note:

1. We're able to supply you with the date and time of calls that you've made and texts that you've sent, but we only retain this information for up to 12 months
2. We don't record all chats made to and from our contact center and any records that we do make are held for no longer than 6 months.
3. We don't record the content of SMS or MMS sent or received
4. We'll only be able to supply you with information from the date you registered your SIM.
5. Unless otherwise requested, we will provide you with your information in an electronic format.

Copies of usage

If you just want copies of your usage, you can view usage up to 12 months through your Dashboard under "Usage History".

Contacting us.

Email: privacy.rights@contact.three.co.uk

Your Details	
Full Name:	
Address & postcode:	
Email address:	
Date of birth:	
SMARTY mobile & account number:	

Your Request	
Dates I want information from	Start Date:
	End Date:
Account notes and correspondence	☐
Outgoing call information from your mobile	☐
Copies of chats made to SMARTY	☐
Other information required / further detail of information requested:	
I've provided proofs of ID and address	☐

Declaration

I confirm that the information supplied on this form is true and that I am the data subject or am acting on their behalf. I understand that SMARTY may seek to confirm my ID and to obtain further information where necessary.

Signature: _____

Date: _____

Returning this form:

Send this form, evidence of ID and address to: privacy.rights@contact.three.co.uk